

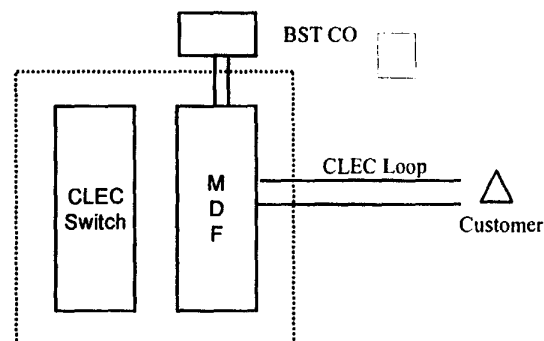
Scenario # 644: CLEC reports trouble on unbundled analog port to BST in response to business customer's inability to receive or originate calls.

Scenario Description:

CLEC business customer with BST supplied unbundled analog port reports that they cannot receive or originate calls.

CLEC issues test and determines that the problem is on BST side. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

Scenario # 645: CLEC submits trouble report on two unbundled digital ports to BST in response to CLEC residential customer report of NDT.

Scenario Description:

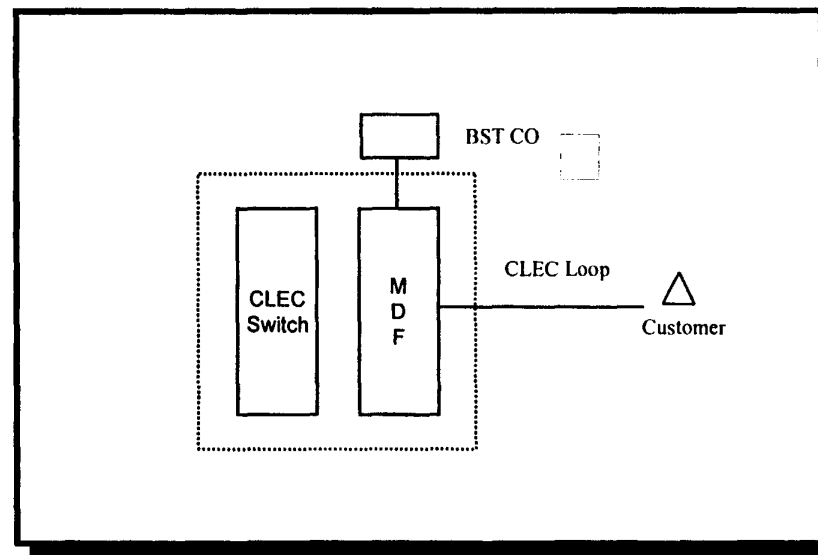
A residential CLEC customer with two BST provided unbundled digital port reports NDT on both lines.

CLEC isolates problem to BST port. CLEC will enter trouble report in both interfaces.

Customer calls in to cancel report.

CLEC cancels the trouble report before dispatch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 646: CLEC reports trouble with unbundled port to BST in response to CLEC business customer complaint that calls cannot be originated on any line on ISDN-BRI line.

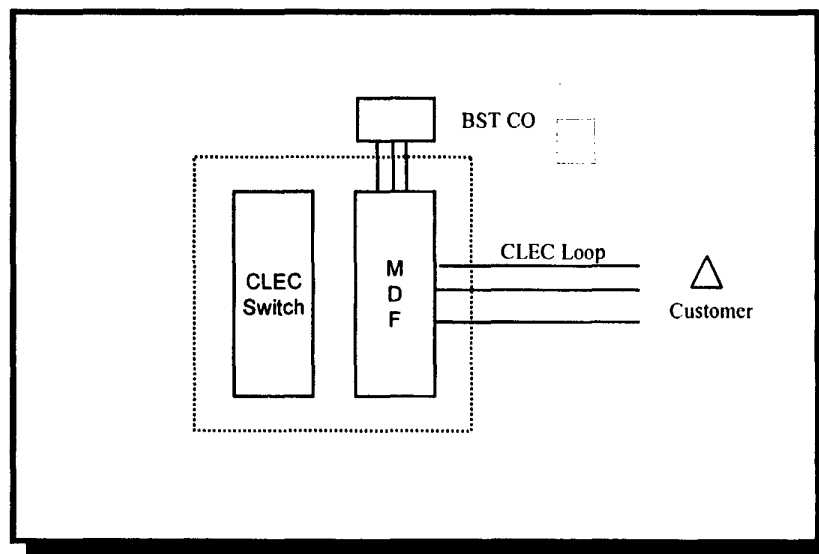
Scenario Description:

CLEC business ISDN-BRI customer with BST unbundled port reports that calls cannot be originated on any line.

CLEC issues test and determines that problem is confined to the BST port. CLEC will enter trouble report in both interfaces.

Note: In all states except GA, TAFI will tell the user to enter an ISDN trouble in trouble in WFA - not TAFI.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 647: CLEC reports trouble with unbundled port to BST in response to CLEC residential customer complaint that calls cannot be originated on second line of ISDN-BRI line.

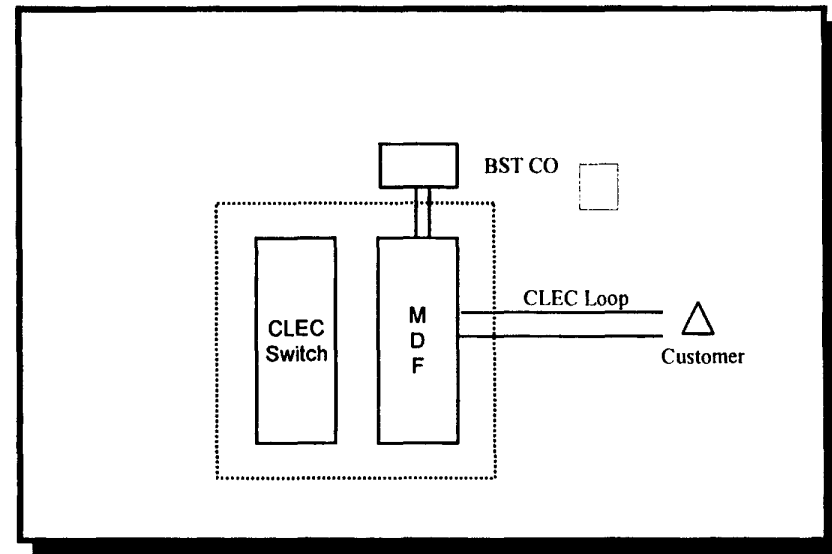
Scenario Description:

CLEC residential ISDN-BRI customer with BST unbundled port reports that calls cannot be originated on second line.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Note: In all states except GA, TAFI will tell the user to enter an ISDN trouble in trouble in WFA - not TAFI.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

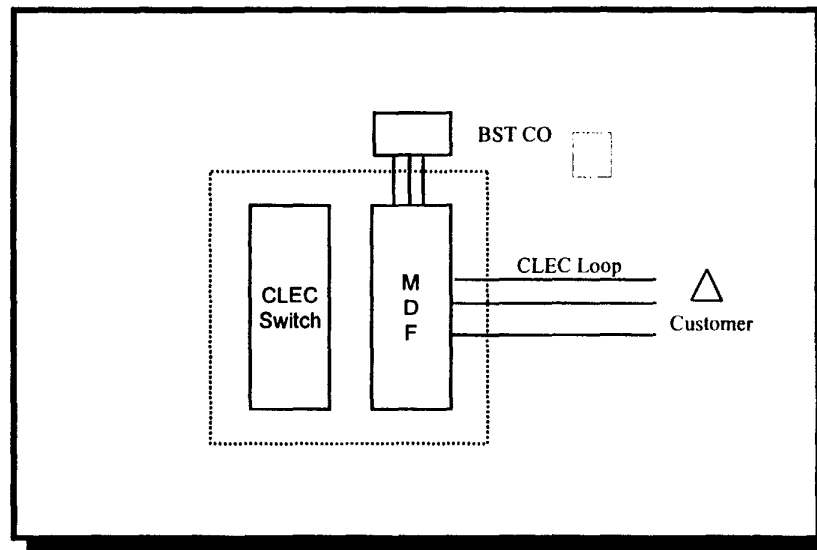
Scenario # 648: CLEC reports trouble on unbundled digital port to BST in response to CLEC business customer's inability to receive incoming calls.

Scenario Description:

CLEC business customer with BST line unbundled digital port cannot receive calls on any of their three lines.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

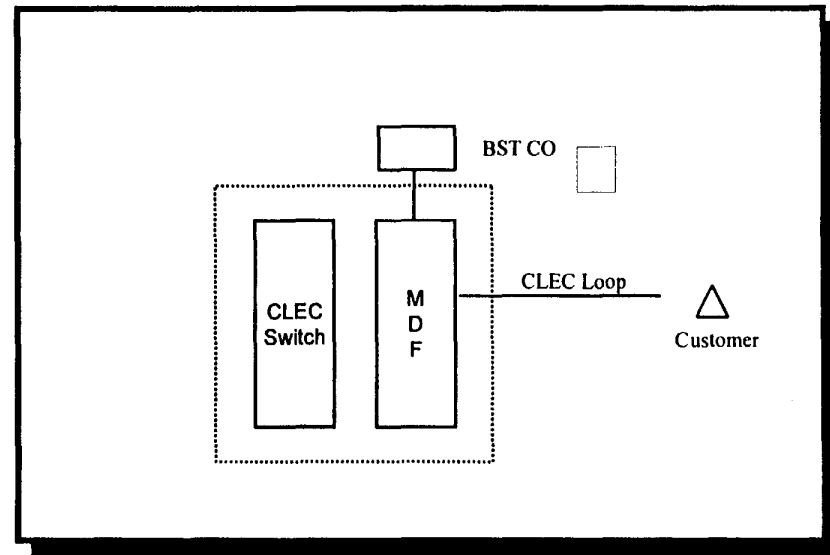
Scenario # 649: CLEC submits trouble report on analog unbundled port to BST as a result of CLEC residential customer's inability to receive incoming calls.

Scenario Description:

CLEC residential customer with BST analog unbundled port cannot receive calls.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

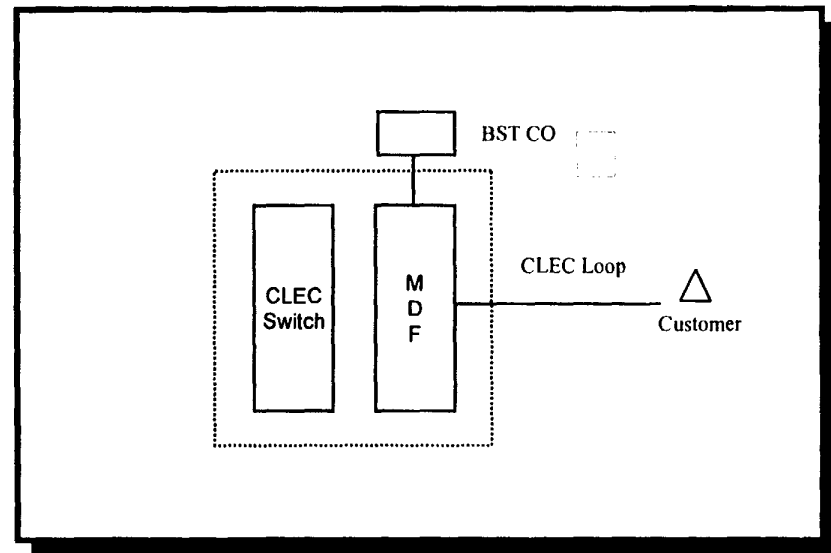
Scenario # 650: CLEC reports to BST that features for CLEC business customer are not working properly due to unbundled analog port.

Scenario Description:

CLEC business customer with BST provided UNE analog port reports that vertical features are not working.

CLEC determines that trouble is due to BST unbundled port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

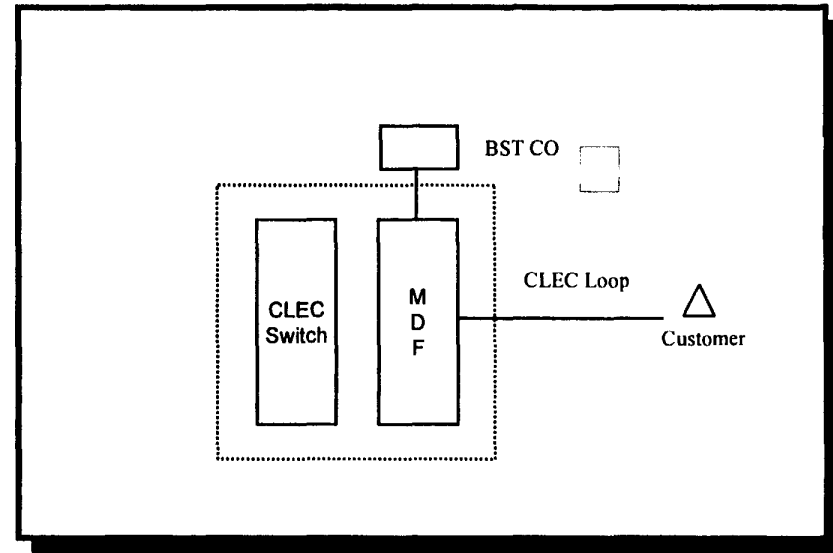
Scenario # 651: CLEC reports to BST that features for CLEC residential customer are not working properly due to unbundled digital port.

Scenario Description:

CLEC residential customer with BST provided unbundled digital port reports that vertical features are not working properly.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

Scenario # 652: CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided unbundled analog port.

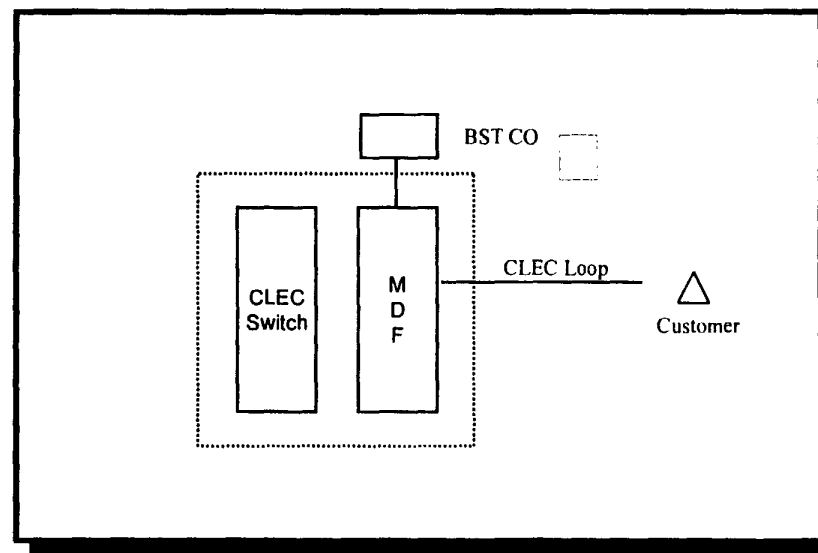
Scenario Description:

CLEC residential customer with BST provided non-designed analog port claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario # 653: CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided unbundled digital port.

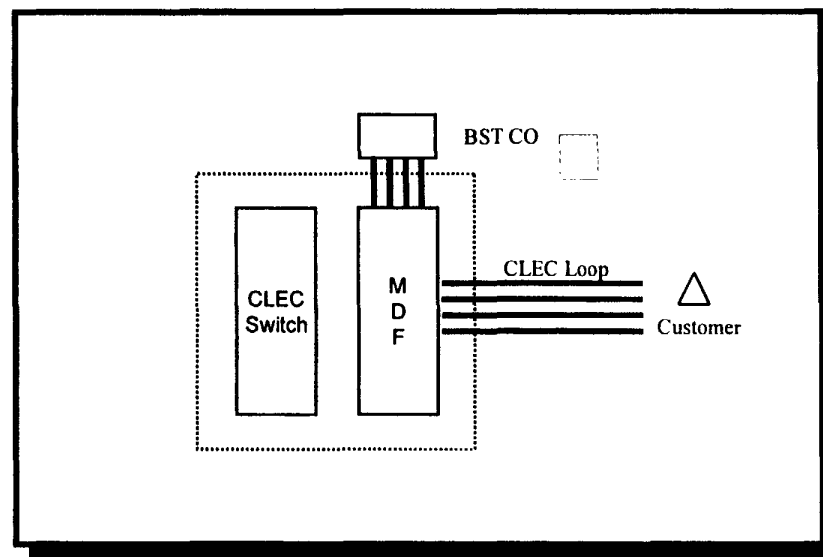
Scenario Description:

CLEC business customer with BST provided non-designed digital port claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario #654: CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC business customer served by BST unbundled analog port.

Scenario Description:

CLEC residential customer with BST provided unbundled analog port requests Trouble History Report for all lines.

CLEC will enter trouble report via the TAFI interface.

Network Configuration:

NA

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
					X	

Scenario #655: CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST unbundled digital port.

Scenario Description:

CLEC residential customer with BST provided unbundled digital port requests Trouble History Report for all lines.

CLEC enter reports via the TAFI interface.

Network Configuration:

NA

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
					X	

Scenario # 656: CLEC reports outage of unbundled analog port to BST.

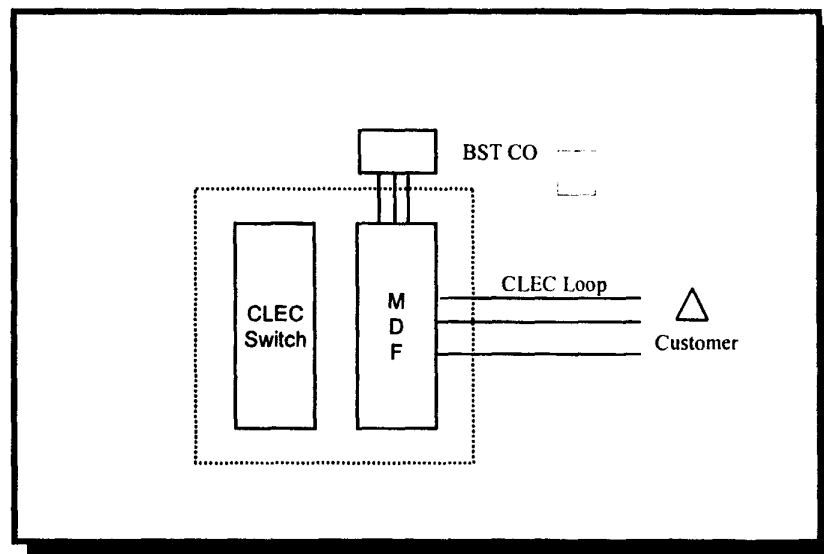
Scenario Description:

While monitoring network, CLEC discovers outage of 3 unbundled analog ports.

CLEC submits trouble via the TAFI interface.

Customer calls back requesting status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

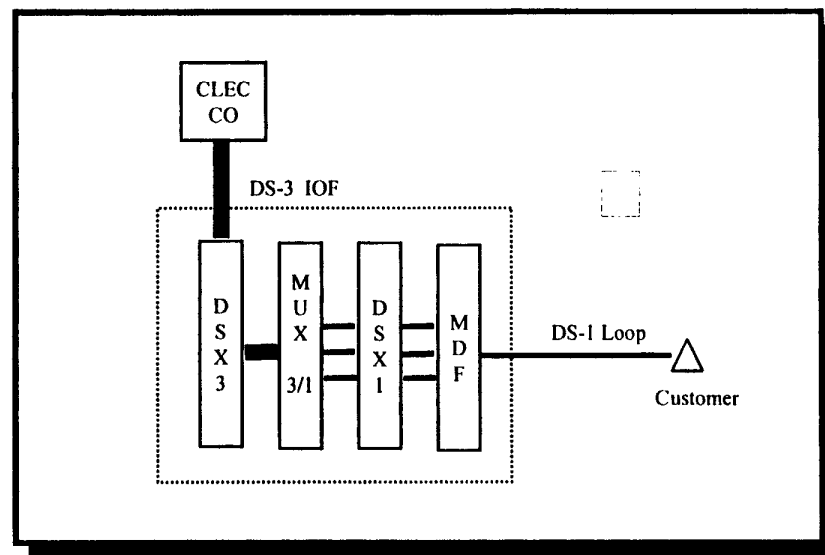
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 657: CLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST.

Scenario Description:

CLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

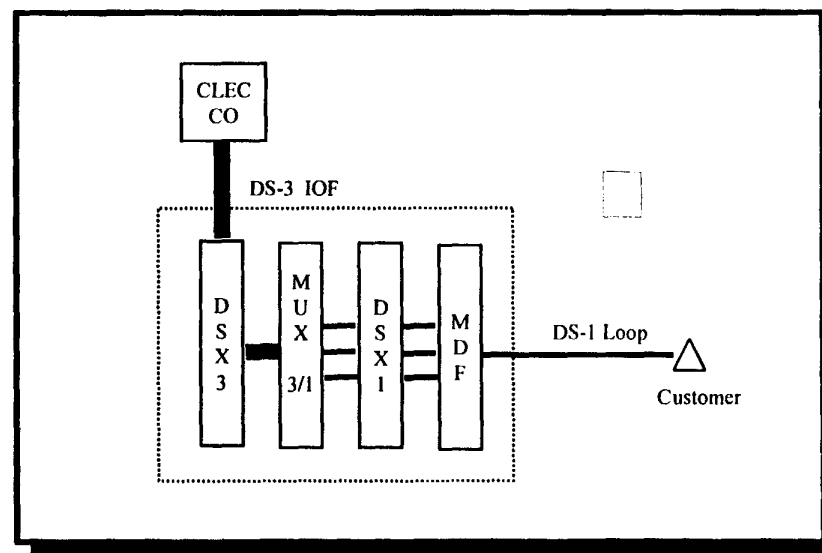
Scenario # 658: CLEC reports transmission problems on unbundled IOF - loop combination to BST per CLEC business customer's complaint.

Scenario Description:

CLEC business customer with BST provided unbundled IOF - loop combination reports transmission problems.

CLEC conducts test and determines that problem is on BST side.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

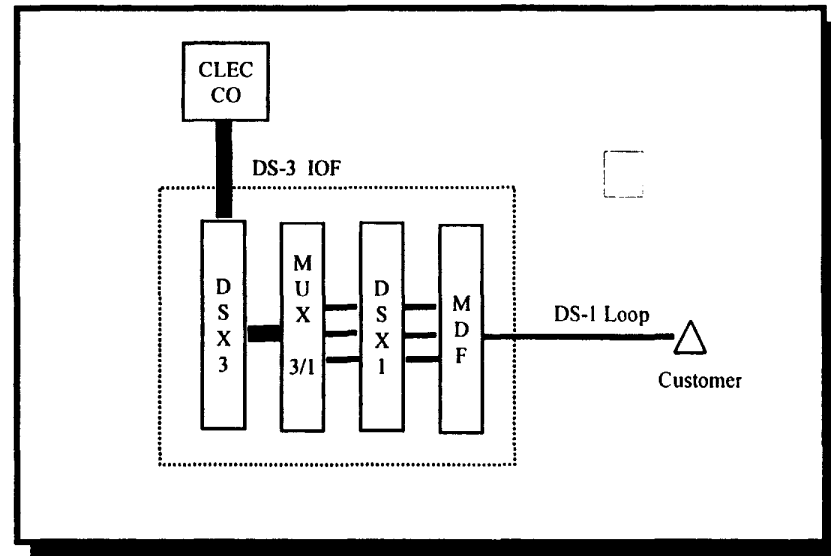
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

Scenario # 659: CLEC reports PBX trunk failure on unbundled digital loop to BST.

Scenario Description:

Cable is accidentally cut during construction, resulting in trouble report on unbundled digital loop from CLEC to BST.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

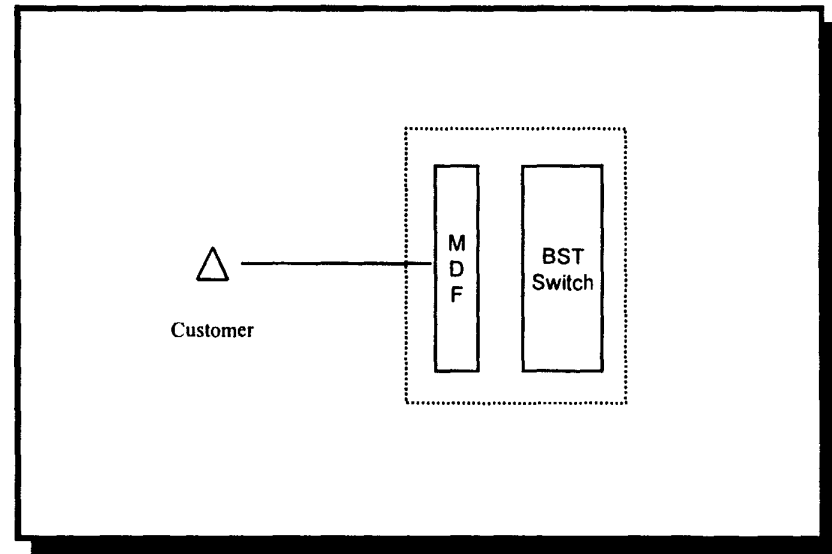
Scenario # 660: CLEC reports inability to originate or receive calls on resale POTS line to BST.

Scenario Description:

CLEC residential customer cannot make or receive calls on resale POTS line.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X	X	X

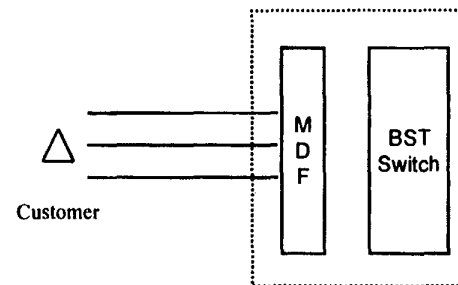
Scenario # 661: CLEC reports inability to originate calls on resale POTS line to BST.

Scenario Description:

CLEC business customer cannot originate calls on resale POTS line.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X	X	X

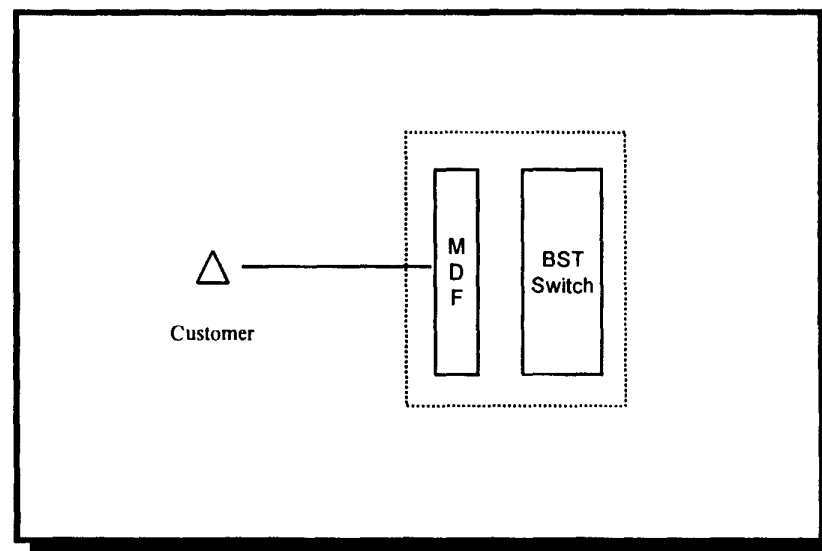
Scenario # 662: CLEC reports inability to receive calls on resale POTS line to BST.

Scenario Description:

CLEC residential customer cannot receive calls on resale POTS line.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X	X	X

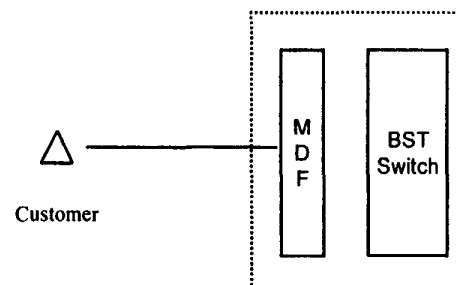
Scenario # 663: CLEC reports intermittent noise trouble on resale POTS line.

Scenario Description:

CLEC residential customer reports intermittent noise on resale POTS line.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X	X	X

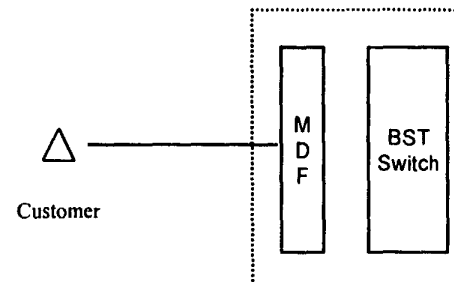
Scenario # 664: CLEC reports feature trouble on resale POTS line to BST.

Scenario Description:

CLEC residential customer complains that feature is not working properly on resale POTS line.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

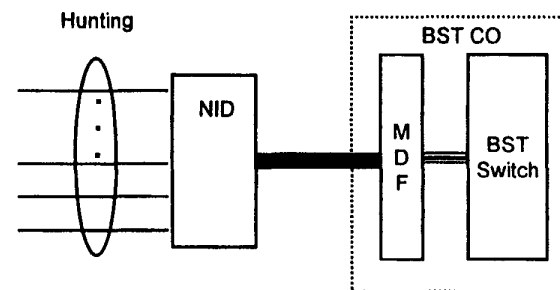
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X	X	X

Scenario # 665: CLEC reports to BST that Hunting is not working on resale line.

Scenario Description:

CLEC business customer reports that calls are not rolling on Hunting configuration.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

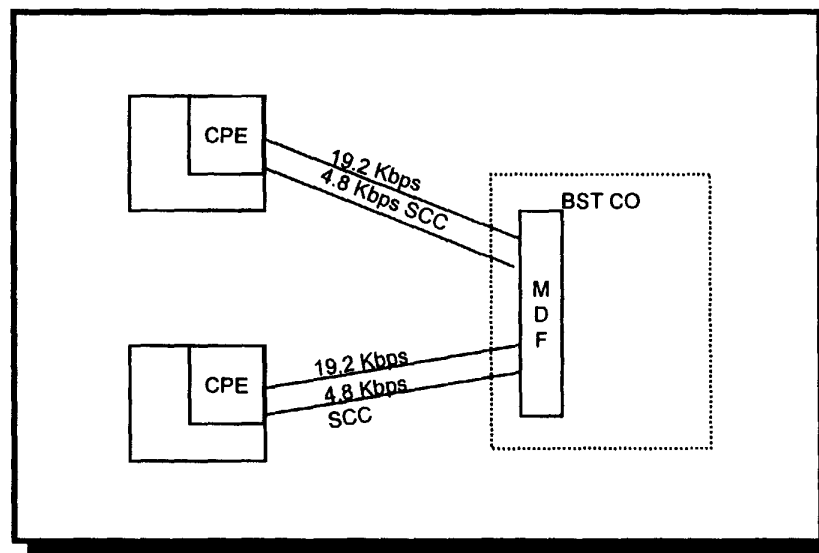
Scenario # 666: CLEC reports trouble on resold Synchronet line to BST.

Scenario Description:

CLEC business customer reports that they aren't receiving traffic on company's Synchronet line.

CLEC submits trouble report via the ECTA interface to BST.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

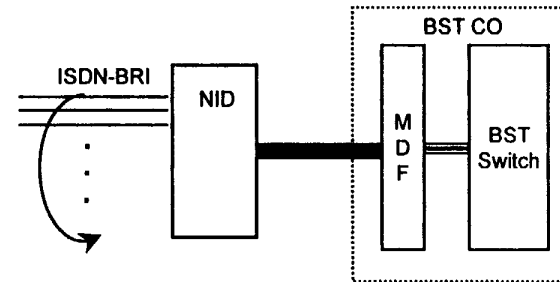
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

Scenario # 667: CLEC reports high distortion on resold ISDN-BRI line to BST.

Scenario Description:

CLEC business customer report high distortion on ISDN line.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

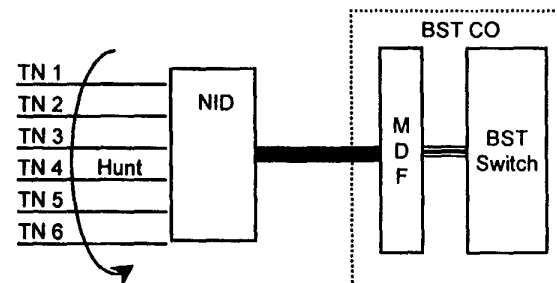
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

Scenario # 668: CLEC reports hunting problems on resold POTS line to BST.

Scenario Description:

CLEC business customer with hunting service reports that calls are not rolling over to the fifth and sixth lines of the configuration.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

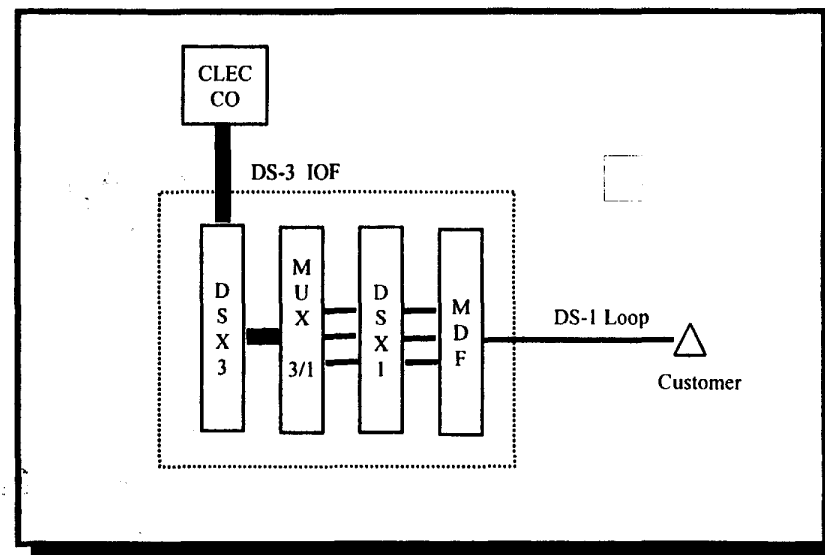
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

Scenario # 669: CLEC reports PBX trunk failure on resale line to BST.

Scenario Description:

Cable is accidentally cut during construction, resulting in trouble report on resale PBX trunk from CLEC to BST.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X